EC9000i Series Scanner

User Guide

July 2014

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RDM Corporation

www.rdmcorp.com

End-User/Customer Agreement

Please read the end-user/customer agreement regarding software license and warranty terms during the installation of the application.

Compliance statements

FCC Compliance Statement

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Warning: Changes or modifications not expressly approved by RDM could void the user's authority to operate the equipment.

All units covered by this manual have no user-serviceable parts inside. In the event repairs are ever needed to any RDM product, they should be performed by RDM Corporation or an authorized representative of RDM Corporation. For information please contact RDM Corporation,

619A Kumpf Drive, Waterloo, Ontario, Canada N2V 1K8, at 1-800-567-6227, or RDM's US service agent below.

US Service Agent
William Buser
(703) 286-5734
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Introduction

The RDM EC9000i series scanners provide affordable functionality in a compact, efficient design. Featuring RDM's industry leading Progressive MICR Method and imaging technology, the EC9000i series scanners deliver optimum MICR read rates and image quality. In addition, all EC9000i scanners include a franker printer and cartridge to comply with various payment industry guidelines.

With several models and feature options to choose from, the RDM EC9000i series scanners are an ideal fit for payment applications such as remote deposit capture, check cashing, teller capture, healthcare POS, retail POS, and walk-in bill payments.

About this guide

This guide describes the EC9000i series scanners, some basic operations, and how to maintain your scanner. For instructions on how to use your scanner to scan documents with your computer, contact your solution provider.

Requirements

The RDM EC9000i unit is for indoor use only. Keep the RDM EC9000i dry; avoid areas of high humidity.

Do not remove any parts from areas that are not described in this guide. Removing parts from areas not described in this guide will void the warranty.

When you are working inside the scanner, such as when you are replacing the franker cartridge, make sure the scanner's power is disconnected.

Recommendations

Record all distributor contact information for future reference.

Save the original box and packing material. Reuse them if the unit must be shipped to a new location or returned for service.

Position the unit so that the operator has easy access to the document path and a clear view of the LED. Do not put the unit close to a heat source, in direct sunlight, or close to any device that can emit electromagnetic interference, such as a computer monitor or power adapter.

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RDM EC9000i models and features

The RDM EC9000i series scanner is available in several optional model configurations. All models include an integrated ID card imager and a franker.

All scanner models can also be licensed to perform optical character recognition (OCR) on documents with machine printed text (remittances, pay stubs). This can be used with different applications such as walk-in bill payment. You can tell if your scanner is licensed for OCR by the label on the bottom of the scanner.

The following table lists the available EC9000i models. A complete list of models, options and part numbers can be found in the Part Numbers section at the back of this guide.

Model	Description
EC9001f	Auto-feed scanner.
EC9002f	Auto-feed scanner with MSR.
EC9003f	Auto-feed scanner with endorser.
EC9004f	Auto-feed scanner with MSR and endorser.
EC9103f	Single-feed or auto-feed scanner with endorser.
EC9104f	Single-feed or auto-feed scanner with endorser and MSR.
EC9107f	Single-feed or auto-feed scanner with endorser and receipt printer.
EC9108f	Single-feed or auto-feed scanner with endorser, MSR, and receipt printer.
EC9111f	Single-feed scanner.
EC9112f	Single-feed scanner with MSR.

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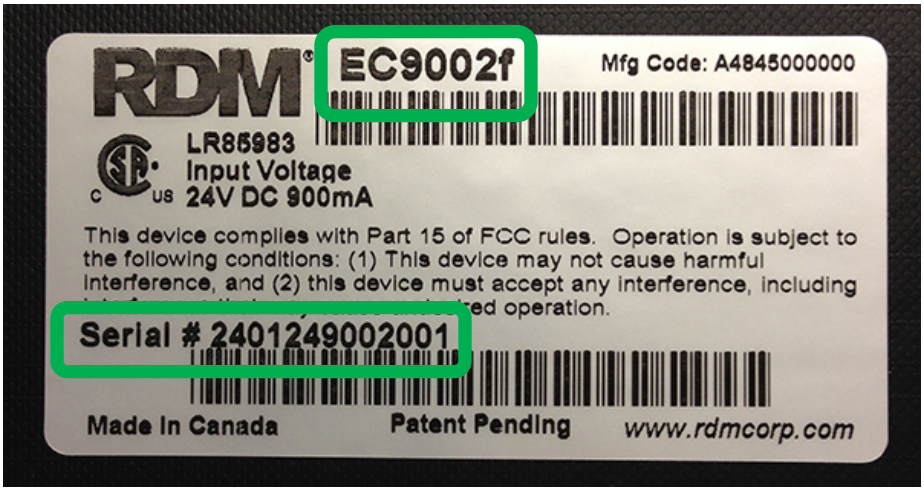
Serial and model number

You can locate your scanner's model and serial number on the bottom of the unit.


RDM
EC9002f
Mfg Code: A4845000000
LR85983
Input Voltage
24V DC 900mA
This device complies with Part 15 of FCC rules. Operation is subject to the following conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference, including
operation.
Serial # 2401249002001
Made in Canada
Patent Pending
www.rdmcorp.com

Programmable application button

This button is located on the front right of the scanner. The light indicates the status of the scanner. For more information, see Light signals and beeps.

Third-party applications can configure the application button to perform a variety of functions. These functions might include opening a document, launching a website, or starting an application. Not all applications use the application button.

Developers can find information about programming the application button in the help file that is included with RDM's application development kit (ADK). Developers can obtain the ADK by contacting RDM.

Note: The programmable application button is not supported on some scanner models. The LED is supported on all models.

Setting up your scanner

To set up the RDM EC9000i scanner:

- Choose a location.
- Unpack the shipping box.
- Inspect the scanner's features.
- Insert the franker cartridge.
- Insert the endorser inkjet printer cartridges, if one is included with your scanner.
- Insert the receipt paper roll, if one is included with your scanner.

Choose a location

Locate your scanner in a place that:

- Has a flat surface, such as a counter top or table.
- Is convenient for the scanner operator.
- Offers adequate ventilation and protection from elements such as heat, dust, oil, or moisture.
- Is close to the application PC (USB 2.0 high speed connection required).
- Is close to an electrical outlet.

Unpack the shipping box

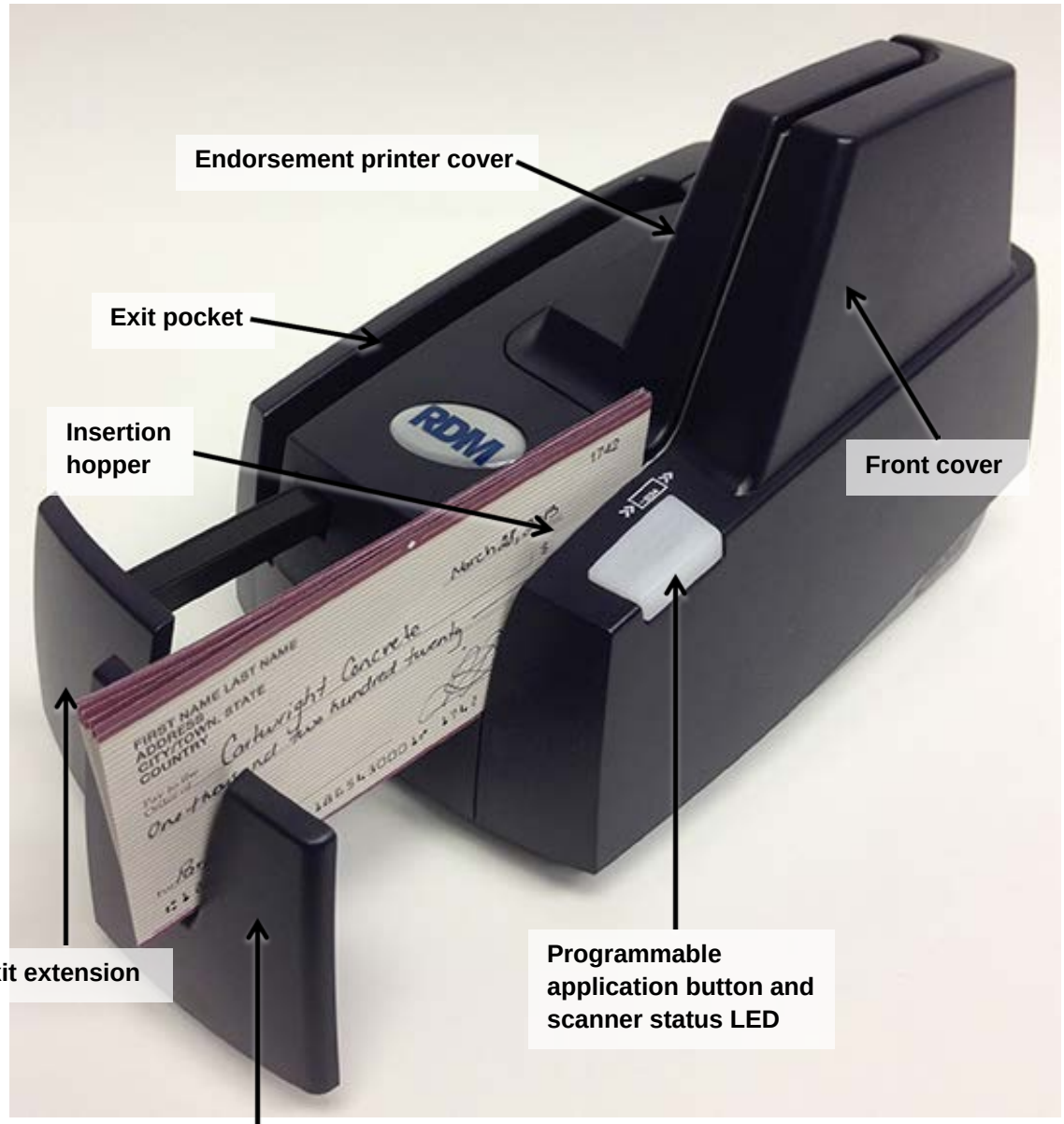
1. Open the top of the box.
2. Remove and unwrap the items. Lift the scanner out of the box from the bottom of the scanner.
3. Save the box and packing material for future use.

The shipping box includes the following items:

- RDM EC9000i scanner
- USB cable
- Power adapter
- Franker cartridge
- Endorser inkjet cartridges (certain models)
- 5-pack inkjet blotter (certain models)
- 3" thermal receipt paper roll (certain models)

Inspect the scanner's features

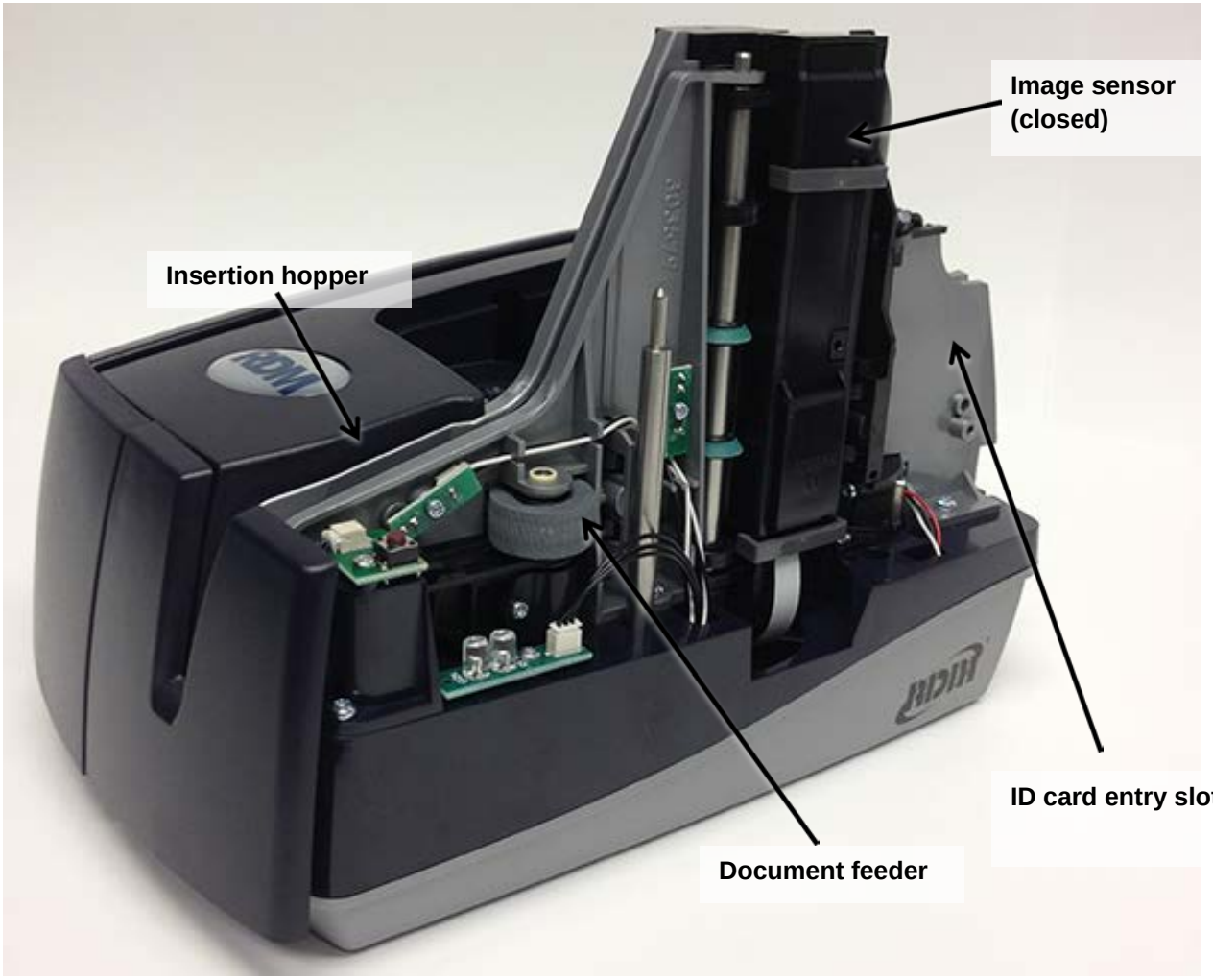
EC9000i Series scanner (most models)



EC9000i Series scanner with printer

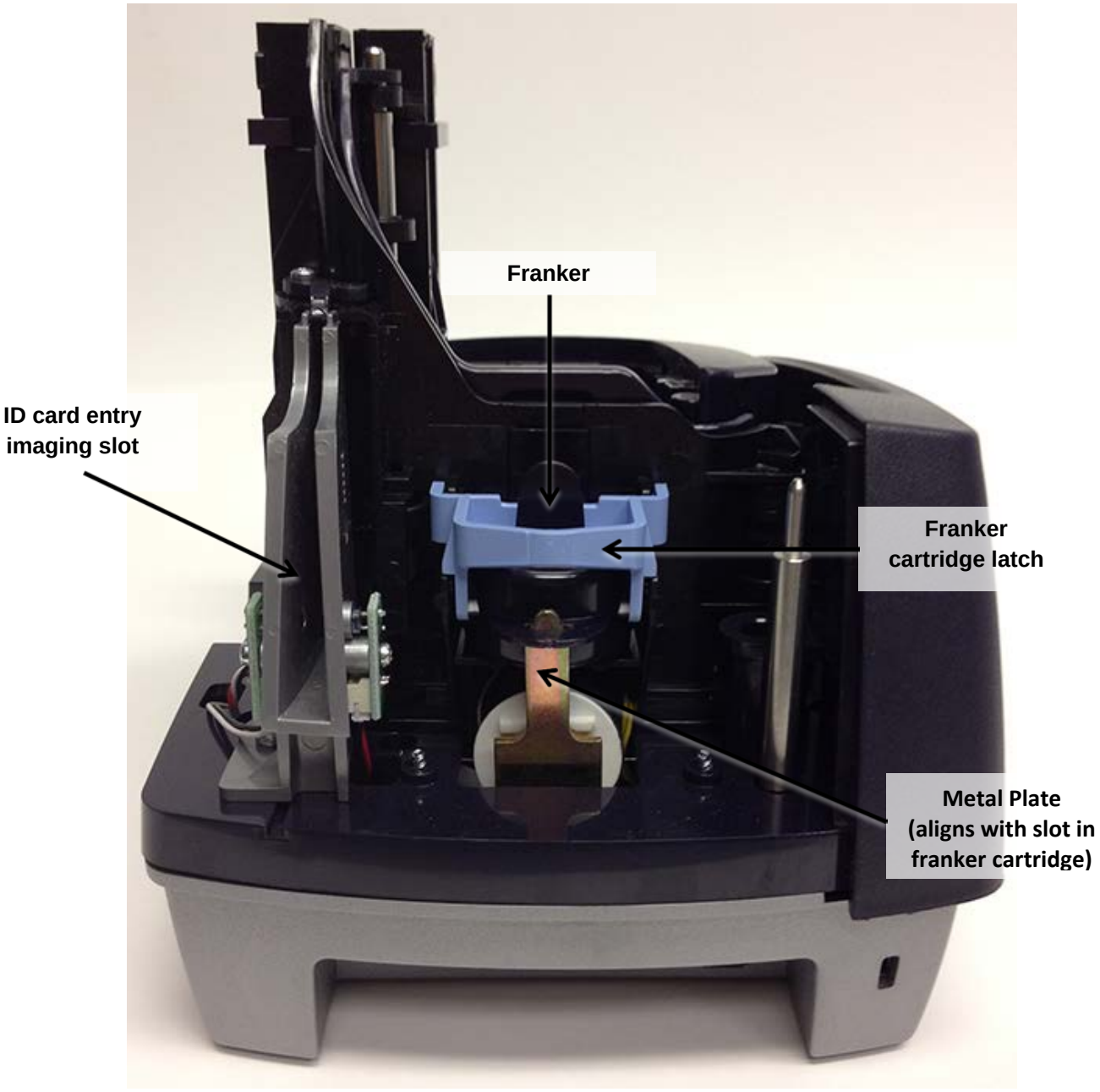
Internal components

Inside the front cover - side view

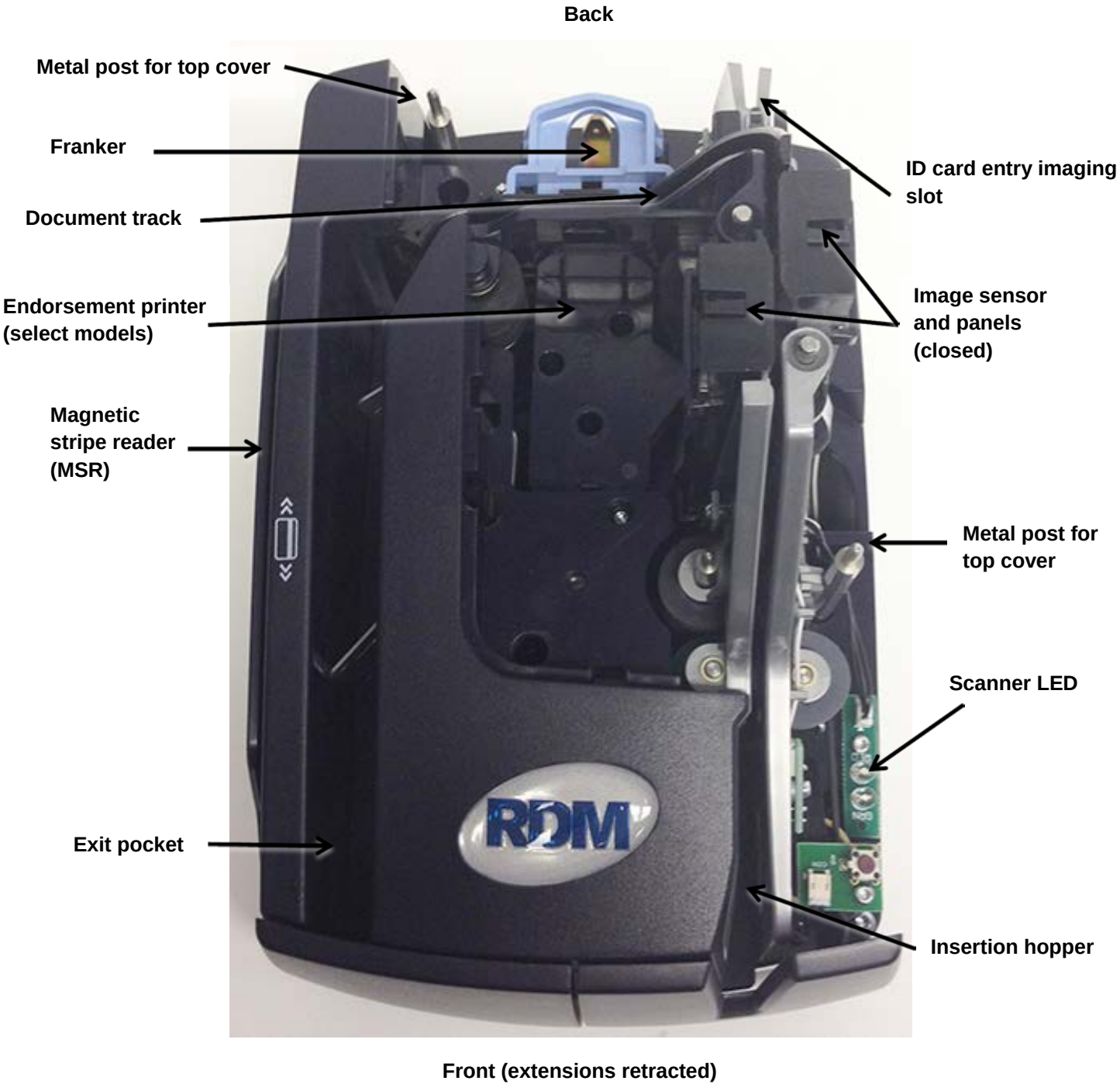


Inside the front cover - back view

Some scanners do not include all of the pictured connection ports or buttons.



Inside the front cover and endorsement printer cover - top view



Connection ports

Note: Not all scanner models include every item shown in the diagram.

Connector	Description
USB Hub Ports	Use this port to connect optional peripheral devices such as a PIN entry device, or to recharge a mobile device such as a phone.
USB	High-speed 2.0 (480 Mb/s). Use this port to connect to a computer.
Power	Connect the power adaptor to this port. You must use the RDM A to B, USB cable.
On/Off Switch	Powers the scanner on or off independent of the computer.
K-Slot	The K-Slot or Kensington® Security Lock lets you secure the unit with a cable (not provided) that locks into the slot. Cables can be purchased from your local computer supply store.

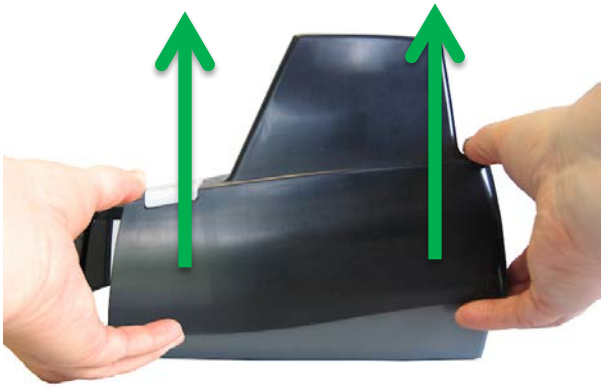
Removing the covers

RDM EC9000i scanner has two covers that can be removed in order to clean the image sensor, replace cartridges, or clear paper jams.

Front cover

Remove the front cover when you need to clear paper jams, replace the franker cartridge, or to clean the image sensor.

1. Disconnect the power cord from the scanner.
2. Pull the insertion extensions forward.
3. Grasp the front and the back end of the front cover.
4. Gently pull the cover upwards until it detaches from the scanner.



To replace the front cover:

Caution: Before you replace the front cover, make sure the insertion extensions are pulled forward. Otherwise, you might damage the front cover.

1. Carefully place the front cover over the scanner assembly. Make sure that the cover overlaps the assembly correctly by lining it up with the metal posts.
2. Gently push the cover down until it snaps into place.

Endorsement printer cover

Remove the endorsement printer cover when you need to clear paper jams, to insert or replace the endorser inkjet printer cartridge, or to clean the image sensor.

1. Grasp the top of the endorsement printer cover.
2. Gently pull the cover upwards until it detaches from the scanner.

To replace the endorsement printer cover:

1. Carefully place the endorsement printer cover over the scanner assembly; make sure that the cover overlaps the assembly correctly.
2. Gently push the cover down until it snaps into place.

Franker and endorser inkjet cartridges

The franker cartridge creates a red ink stamp that defaces the front of each check with a message that says “Electronically Presented”. All EC9000i scanners come with a franker cartridge.

Franker cartridge

Certain EC9000i scanners are capable of endorsing checks but the cartridges are not included with scanners. With your scanning application, the endorser inkjet printer places user-defined text on the rear of the check.

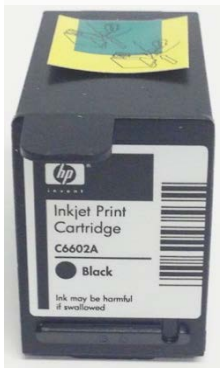
Franker or inkjet cartridges can be purchased by contacting your solution provider or reseller.

Follow the directions below to insert the cartridges into the scanner unit.

Caution:

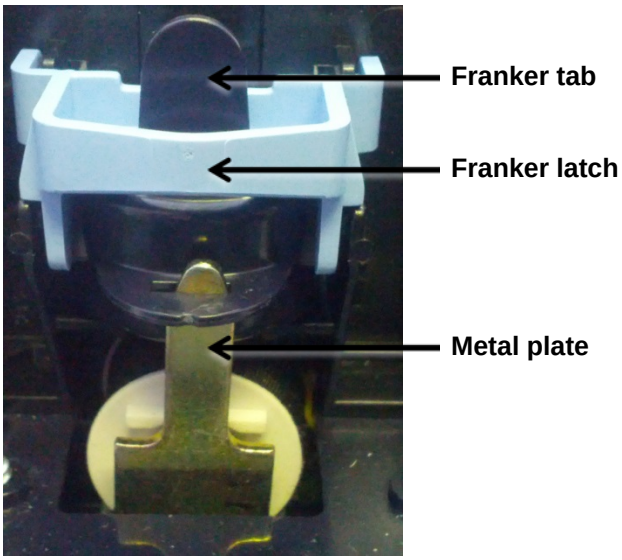
- Ink might be harmful if swallowed.
- Avoid contact with eyes.
- Damage to the unit or the cartridge which results from modifying the inkjet cartridge is not the responsibility of RDM.
- The inkjet cartridge is not refillable.
- Inkjet cartridges are not licensed for modifications.
- RDM may change product designs, features, or specifications at any time.

Inkjet cartridge



Installing the franker cartridge

1. Disconnect the power cord from the scanner.
2. Remove the front of the scanner.
   At the back of the scanner, the franker cartridge is held in place by a blue franker latch and a metal plate.
3. Lift the blue franker latch.
4. Pull the franker cartridge out of the scanner by the franker tab.
5. Insert the new franker cartridge. Make sure the metal plate fits into the franker cartridge like in the picture above.
6. Push the franker cartridge into the scanner by pushing in the metal plate and then lowering the blue latch over the franker cartridge until it snaps closed.
7. Replace the scanner cover.



Replacing the endorser inkjet cartridge

When you place the new inkjet cartridge into the holder, make sure that you insert it at the angle described in the following steps. If you do not insert the cartridge properly, it might not make contact with the document when it is scanned.

1. Disconnect the power cord from the scanner.
2. Remove the endorsement printer cover.
3. Pull the inkjet latch away from the printer cartridge.

4. Pull the inkjet cartridge out of the scanner.

5. To insert the new inkjet cartridge, pull the inkjet latch back and place the inkjet cartridge into the holder. The cartridge needs to be at an angle so that the back of the cartridge is lower than the front of the cartridge.

6. Push the cartridge down into the holder until the cartridge snaps into place.
   Once installed, the inkjet cartridge sits on a slight angle with the back of the cartridge lower than the front.
7. Make sure there is no gap between the inkjet cartridge and the endorsement channel.
8. Replace the endorsement printer cover.

Replacing the paper roll for the printer

If your scanner has a printer, the following steps describe how to replace the paper roll.

1. Press the printer cover release button and completely open the printer cover.
2. Remove the empty paper roll from the paper compartment.
3. Insert the new paper roll into the compartment, with the end of the paper roll rolling from the top.
4. Pull the paper out of the compartment and close the printer cover with the paper sticking out.
   Push the cover closed in the center of the printer cover.
   Make sure the cover is completely closed. If you push the cover from the sides, the cover might not close completely. When closed correctly, both sides of the printer cover are flush with the scanner.
5. Rip off any access paper sticking out of the printer cover.

Connecting the power cord

1. Align the flat side of the power connector so that it is facing up.
2. Insert the round end of the power cord into the power port on the back of the scanner. When the cord is pushed in completely, it clicks into place.
3. With the power cord connected to the power adapter, plug the other end of cord into a power outlet.

Disconnecting the power cord

Caution: Disconnecting the scanner from a power source while the scanner is processing a transaction might cause data loss.

The power cord has a sleeve on it that secures it to the unit. The security sleeve prevents the power cord from being pulled out of the unit accidently.

1. Hold the unit in place with one hand to prevent the unit from falling.
2. With your other hand, slide the power cord security sleeve back and pull the power cord free of the scanner.

Drivers and Applications

The drivers for your scanner are installed on your computer when you install the check scanning application. There are many applications that support the RDM EC9000i scanner. Most are available from third-party vendors.

If you are not sure where to acquire your check scanning application, check with whoever provided your scanner.

Operating the scanner

Caution: Do not open the cover or try to access the inside of the scanner while it scans a document.

Preparing documents

To reduce the possibility of errors and damage to the unit:

- Remove all folds and creases in the document.
- Remove any paper clips and staples from the document.
- Make sure that documents are not stuck together.
- Make sure that documents are dry.

Feeding documents

The scanner unit is ready to accept documents when the LED is flashing green. Insert the documents either one at a time (single-feed mode), or in a batch (auto-feed mode).

Make sure that you place the documents into the feeder with the MICR line at the bottom and facing towards the outside of the scanner.

Caution:

- If you are scanning documents that are larger than a personal check, make sure that the extensions are pulled out. Documents can be damaged if the extensions are not pulled out.
- If your scanner includes a printer, make sure that you adjust the exit pocket tab to fit the documents you are scanning. If the tab does not fit the documents, the scanner could jam.

Single-feed mode

1. Start the scanning process. For example, click Scan on your PC application.
2. Place one document into the insertion hopper until the scanner pulls the document into the scanner.
   The document is scanned and processed.
3. Repeat steps 1 and 2 until you have scanned all of your documents.

Auto-feed mode

1. Place up to 30 documents into the insertion hopper.
   Note: Do not push documents past the check icon on the right side of the insertion hopper.
2. If you are required to do so, start the scanning process. For example, click Scan on your PC application.

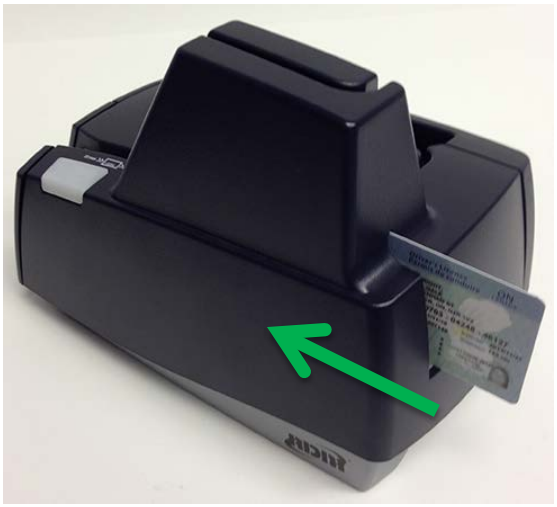
Swiping magnetic stripe cards (optional)

1. Place the card in the slot on the side of the scanner with the stripe down and facing in towards the body of the scanner.
2. Swipe the card either from back to front or front to back.

Imaging identification cards

The ID imager uses the same track as the document scanner, but you insert cards at the back of the scanner. Insert the card into the scanner so that the front of the ID card faces away from the scanner. The ID imager scans both the front and back of the identification card.

1. Insert the identification card into the back of the scanner track until you feel it pinch the card. The scanner pulls the card through the track.
2. Remove the card from the front of the scanner track.



Light signals and beeps

The scanner's status is shown through a single, multistate LED (light-emitting diode), which is the light on the top, front, right-hand side of the unit. The table below describes typical status signals and their meanings.

During start up

Signals	Meaning / What to do
Red-red-green-green flashing cycle	The scanner is being configured by the application. Wait for the application to finish configuring the scanner.
Red-green flashing cycle	
Red-amber-green	The scanner is connecting to the application. Wait for the scanner to connect.
Green solid	The scanner is configured but idle. The scanner is ready.

During document scanning and processing

Signals	Meaning / What to do
Green flashing	The scanner is waiting for the user to insert a document into the feeder.
Green flashing with one short beep	The scanner read the document successfully.
Green-red flashing cycle	The scanner is processing the document. Wait for the scanner to finish.
Red flashing and one short beep	An error occurred while the scanner was processing the document. Check your PC application for instructions or refer to your local procedures. If you need more help, contact your distributor (reseller).
Red flashing and one long beep	An error occurred while the scanner was processing the document or storing the captured image. Check your PC application for instructions or refer to your local procedures. If you need more help, contact your distributor (reseller).
Red flashing and three short beeps	The scanner was not able to read the MICR line.

A typical document processing / LED cycle

1. The LED is Green (Solid): The unit is idle.
2. The LED is Green (Flashing): The scanner is waiting for a document to be inserted for scanning.
3. The LED is Green/Red (Flashing): The scanning operation is in progress.
4. The LED is Green (Solid): The scanning operation is complete. The scanner has returned to its idle state.

Maintaining your scanner

The EC9000i series scanners perform best when all working surfaces are clean and free of foreign material.

Cleaning the scanner

Caution:

- Always disconnect the scanner from its power source before cleaning it.
- Solvents or harsh cleaners might damage or discolor the cabinetry.

Cleaning the outside cabinetry

Use a damp cloth and mild soap.

Cleaning the inside of the scanner unit

1. Remove the front cover and the endorsement printer cover.
2. Use a dusting brush designed for use with electronic equipment or a compressed air duster to clean inside the scanner.
3. Replace the covers.

Cleaning the image sensor

Caution: Always disconnect the unit from its power source before cleaning the image sensor.

1. Remove the front cover and the endorsement printer cover.
2. Open both the front and back panels that cover the image sensor.
   The front panel can open up to 90°. The back panel opens only a few degrees.
3. Use any of the following to gently remove any ink or dust from the image sensor.
   - A lens cleaning tissue.
   - A damp lint-free cloth.
   - A cotton swab dampened with rubbing alcohol.
4. Clean the glass on each panel thoroughly.
5. Replace each of the covers.

Troubleshooting

In the course of everyday operations, you might encounter minor malfunctions in the RDM EC9000i scanner. Before calling for service, review the troubleshooting steps below.

Scanner does not respond

1. Ensure the cable that connects your scanner to your computer is properly connected to the correct port on the back of the scanner and computer (according to instructions provided by your distributor).
2. Make sure that the correct power cord is connected to the unit. Change or replace the cord, if necessary.
3. If the problem persists, contact your solution provider or help desk.

Card transactions do not function properly

1. Ensure that you are swiping the card properly.
   The black magnetic stripe on the back of the card must face downward and towards the body of the scanner.
2. Try using another card to ensure the first card was not defective.
3. If the problem persists, contact your solution provider or help desk.

Printer does not print

1. Ensure that the printer has not jammed.
2. Ensure that the end of the paper roll rolls from the top of the roll.
3. If the problem persists, contact your solution provider or help desk.

Specifications

Model details	
Physical dimensions	Depth: • Retracted Extensions: 237mm [9.3”] • Fixed Extensions(Printer): 311mm [12.25”] Width: • Non-MSR Units: 154mm [6.0”] • MSR Units: 157mm [6.2”] Height: • Non-Printer Units: 175mm [6.9”] • Printer Units: 245mm [9.65”]
Document feed capacities	
Document size	Height: • Minimum: 50.8mm [2“] • Maximum: 101.6mm [4”] Length: • Minimum: 101.6mm [4”] • Maximum: 228.60mm [9”] Preferred Paper Weight: 20 to 32 lb
Single feeder capacity *(EC9111f/9112f only)*	Single document.
Auto feeder capacity *(most models)*	Auto feeder with double-feed detect. Supports single feed or batches up to 30 items. [Depends on document thickness and condition].
Document collection pocket	Up to 60 documents. [Depends on document thickness and condition]. Maintains the integrity of the order of the original source documents.
Technical features	
MICR reader	E13B or CMC7 MICR Fonts. Uses RDM’s Progressive MICR Method for optimum MICR read accuracy. OCR E13B MICR Assist.

Image capture	Duplex Document Imaging. Tiff 6.0 file format. 100 or 200 DPI. Grayscale with JPEG (or no) compression. Bi-level with CCITT Group 4 (ITU T.6) (or no) compression. Tiff 6.0 images contain MICR line and transaction information in header description tags of check images and optionally OCR line and transaction information in header description tags of bill stubs. Image size varies according to document characteristics, file format, DPI and compression, typically 10 kB or less for Tiff 6.0 bi-level with CCITT Group 4 compression.
Image Quality Assurance (IQA)	IQA includes: too light/too dark /skew (Bi-Level Images Only).
Magnetic Stripe Reader (MSR) (optional)	3-track, bi-directional, alphanumeric.
Identification (ID) card imager	Duplex Imager. 54mm [2.13”] (V) x 86mm [3.39”] (H) with 200(V)/400(H) DPI resolution.
OCR Font Recognition (optional license)	Under application control Alphanumeric OCR A and B font recognition of OCR code-lines for applications such as bill payment.
Franker	Under application control a fixed text message “Electronically Presented” can be stamped on the front of a document, in red ink.
Endorsement printer	Under application control, a single line 1/8” high text message can be printed on the rear of a document.
Programmable application button *(except EC9111f/91112f)*	Under third-party application control, button can be programmed to perform various application functions.
Scanner status LED	Integrated with application button - provides the unit’s status via illuminated LED.
Communication ports	High Speed USB 2.0 (480 MBits/sec) on all models. Built-in 2 port hub (except EC9111f and EC9112f).
Receipt Printer *(select models)*	Front-mounted, 3” thermal receipt printer. Clamshell paper load. Paper width 80mm (3.15”). Print width 71mm (2.8”). Maximum print speed of 170mm/sec (6.7”/sec). Windows emulation. Uses power from scanner’s power supply. Connects to PC using the scanners USB cable connection.

Software and support	
Supported operating systems	Windows XP, Windows 7 (32/64-bit), Windows 8 (32/64-bit), Windows 8.1 (32/64-bit).
Development software	RDM EC Scanner Application Development Kit (ADK) includes API components, USB driver, Redistributable Installation Packages and Sample Applications.

Environment	
Operating temperature	10 to 40 Degrees C (50 to 104 Degrees F).
Operating humidity	10 to 85% relative humidity (non-condensing).

Power Rating	
Unit input (24VDC)	Non Printer Models: 900mA. Printer Models: 2.5A.
Power supply input range	100–240V, 50/60 Hz.

Certifications	Industry certifications including. WHQL driver certification (USB Drivers). CSA (Safety) • For use with model no GFP241DA-2410M-2 or 3A-242DA24. • Pour utiliser avec modèle GFP241DA-2410M-2 or 3A-242DA24. FCC (EMI)
Warranty	2 year standard warranty.
Life expectancy	5 years under normal usage.

Part Numbers

Scanners

Model	RDM Part Number
EC9001f auto-feed (25 DPM)	6000-9001-FRK
EC9001f auto-feed (25 DPM), OCR licensed	6000-9001-OFR
EC9002f auto-feed (25 DPM), MSR	6000-9002-FRK
EC9002f auto-feed (25 DPM), MSR, OCR licensed	6000-9002-OFR
EC9003f auto-feed (25 DPM), endorser	6000-9003-FRK
EC9003f auto-feed (25 DPM), endorser, OCR licensed	6000-9003-OFR
EC9004f auto-feed (25 DPM), MSR, endorser	6000-9004-FRK
EC9004f auto-feed (25 DPM), MSR, endorser, OCR licensed	6000-9004-OFR

EC9103f single-feed, endorser	6000-9103-S000
EC9103f single-feed, endorser, OCR licensed	6000-9103-S00R
EC9104f single-feed, MSR, endorser	6000-9104-S000
EC9104f single-feed, MSR, endorser, OCR licensed	6000-9104-S00R
EC9107f single-feed, endorser, receipt printer	6000-9107-S000
EC9107f single-feed, endorser, receipt printer, OCR licensed	6000-9107-S00R
EC9108f single-feed, MSR, endorser, receipt printer	6000-9108-S000
EC9108f single-feed, MSR, endorser, receipt printer, OCR licensed	6000-9108-S00R
EC9103f auto-feed (90 DPM), endorser	6000-9103-9000
EC9103f auto-feed (90 DPM),endorser, OCR licensed	6000-9103-900R
EC9104f auto-feed (90 DPM), MSR, endorser	6000-9104-9000
EC9104f auto-feed (90 DPM), MSR, endorser, OCR licensed	6000-9104-900R
EC9107f auto-feed (90 DPM), endorser, receipt printer	6000-9107-9000
EC9107f auto-feed (90 DPM), endorser, receipt printer, OCR licensed	6000-9107-900R
EC9108f auto-feed (90 DPM), MSR, endorser, receipt printer	6000-9108-9000
EC9108f auto-feed (90 DPM), MSR, endorser, receipt printer, OCR licensed	6000-9108-900R
EC9111f single-feed	6000-9111-0000
EC9111f single-feed with OCR	6000-9111-000R
EC9112f single-feed, MSR	6000-9112-0000
EC9112f single-feed, MSR,OCR licensed	6000-9112-000R

Additional parts

Options and accessories	**RDM Part number**
Replacement franker cartridge – “Electronically Presented” red ink	6000-6065
Replacement HP inkjet printer cartridge black ink (for endorser)	6000-6060 (HP C6602A)
EC9000i Ink Jet Blotter (14mm x 11mm x 2mm) - 5 Pack	302987
Paper Roll, Thermal, 3.125" W x 225' (3.125” maximum diameter)	Standard thermal roll paper available from office supply stores
Replacement Power Adapter	Non-Printer Models: 302843 Printer Models: 303811
USB 2.0 cable, A to B male, shielded, 2m (Black)	6000-6106

Warranty Information

LIMITED WARRANTY:

RDM EC9000i™ is warranted against defects in materials and workmanship under normal use and service for a period of two years after the date of receipt by you. This warranty is extended only to the original purchaser. Extended warranty programs might be offered by your solution provider.

The entire liability of RDM Corporation (the Corporation), distributors of the RDM EC9000i scanner and manufacturers of auxiliary equipment used with the RDM EC9000i and your exclusive remedy shall be, at the Corporation's option either (a) return of the price paid, or (b) repair or replacement of the RDM EC9000i scanner that does not meet the limited warranty and which is returned to the Corporation with a purchase receipt or other proof of date of original purchase which will be required in order to exercise your rights under this warranty.

The limited warranty is void if failure of the RDM EC9000i has resulted from accident, abuse or misapplication. Any replacement RDM EC9000i will be warranted for the remainder of the original warranty period.

The equipment is sold with the understanding that neither the Corporation, such distributors nor such manufacturers will be liable for any damages whatsoever (include, without limitation, direct or indirect damages for personal injury, loss of business profits, business interruption, loss of business information, or any other pecuniary loss) arising out of the use of or inability to use the RDM EC9000i, even if the Corporation, such distributors and/or such manufacturers have been advised of the possibility of such damages.

In any case, the entire liability of the Corporation, such distributors and such manufacturers with respect to the RDM EC9000i shall be limited to the amount actually paid by you for the RDM EC9000i. The Corporation, such distributors and such manufacturers disclaim all other warranties, express or implied, including, without limitation, implied warranties of merchantability and fitness for a particular purpose with regard to the RDM EC9000i and the accompanying written materials.

WARRANTY SPECIFICS:

This warranty only covers failures due to defects in materials or workmanship, which occur during normal use.

It does not cover the following:

- Damage, which occurs in shipment;
- Failures which are caused by products not supplied by RDM;
- Failures which result from accident, misuse, abuse, neglect, excessive dirt or dust cause by lack or preventative maintenance measures, mishandling, misapplication, alteration or modification;
- Service by anyone other than RDM;

- Damage that is attributable to acts of nature including but not limited to:
    - Flood, lightning, power surge or static electricity, water damage, fall, theft, or vandalism;
    - Spillage of liquid or objects that have fallen into the equipment;
    - Equipment that has been exposed to excessive heat or unstable environmental conditions;
    - Consumables such as Franker Roller or Franker Assembly, or other RDM EC9000i consumables or accessories such as cables.

RDM scanner units with problems found to be caused by incorrectly set configuration parameters (IRN#, Owner Code, Merchant ID, etc.) are not considered defective and will not be serviced under warranty. Warranty is void if any of the external case of the unit has been opened or removed or the unit has, in RDM's opinion, been damaged through misuse or improper care.

Units returned to RDM for warranty repair will be reconfigured with factory defaults and returned to customers.